

## A Special Message to Our Education Customers

On August 24, 2006, Apple announced the iBook G4 and PowerBook G4 **Battery Exchange Program**. Apple has determined that certain lithium-ion batteries containing cells manufactured by Sony Corporation of Japan pose a safety risk that may result in overheating under rare circumstances. The affected batteries were sold worldwide from October 2003 through August 2006 and were used with 12-inch iBook G4 and 12-inch PowerBook and 15-inch PowerBook G4 computers. Apple is voluntarily recalling the affected batteries and has initiated a worldwide exchange program to provide customers with a replacement battery, free of charge.

Recognizing that your school or institution may own or lease the above noted computers that use these batteries, we want to make sure you know about this battery exchange program. To view complete program details and begin the exchange process, please visit <http://support.apple.com/batteryprogram/>. An FAQ is also available at <http://www.apple.com/support/batteryexchange/2006/faq/>. There are several important points that we want you to know about right away.

It's important to note that only certain iBook G4 and PowerBook G4 batteries are affected. The chart below will help you identify the battery models and serial numbers that apply to your iBook or PowerBook. To view the model and serial numbers labeled on the bottom of the battery, you must remove the battery from the computer. The battery serial number is printed in black or dark grey lettering beneath a barcode.

Computer model	Battery model	Battery serial number range
12-inch iBook G4	A1061	ZZ338 - ZZ427 3K429 - 3K611 6C519 - 6C552 ending with S9WA, S9WC, or S9WD
12-inch PowerBook G4	A1079	ZZ411 - ZZ427 3K428 - 3K611
15-inch PowerBook G4	A1078 and A1148	3K425 - 3K601 6N530 - 6N551 ending with THTA, THTB, or THTC 6N601 ending with THTC

If the first 5 digits of your battery's 12-digit serial number fall within the noted ranges, please order a replacement battery or batteries immediately through Apple's battery program website at <http://support.apple.com/batteryprogram/>.

To begin the battery exchange process, you will be asked for the serial number of your iBook G4 or PowerBook G4, the serial number of your battery, and a shipping address. After serial number verification, a new battery will be shipped to you free of charge. You may exchange up to three batteries through the website. If you need to order more than three batteries or do not have access to the website listed above, please use the bulk order form spreadsheet and do one of the following -

If you need to order **4 to 49 replacement batteries**, please e-mail the completed form to [battery\\_exchange@group.apple.com](mailto:battery_exchange@group.apple.com).

If you need to order **50 or more replacement batteries**, please e-mail the completed form to [replacement\\_batteries@group.apple.com](mailto:replacement_batteries@group.apple.com).

When you receive the replacement battery, please use the same shipping packaging and the included prepaid shipping label to return the recalled battery to Apple. If you require further assistance, please contact Apple at 1-800-APL-CARE (1-800-275-2273) between 8:00 a.m. and 8:00 p.m., central standard time, seven days a week.

In closing, we want you to know that Apple takes product quality and customer satisfaction very seriously. We're working as quickly as we can to replace all affected batteries.

We appreciate your cooperation, ongoing business, and continued support.

Sincerely,  
Apple